

Tennessee Department of Children's Services

Information Systems Manager 3

The Tennessee Department of Children's Services (DCS) is the state's public welfare agency, overseeing child protective services, permanency and juvenile justice. DCS protects children who are victims of abuse or neglect and strengthens families through services that focus on family support and preservation. DCS staff responds to over 37,000 reports of child abuse and neglect a year and employs over 4,000 workers statewide.

The DCS Office of Information Technology (OIT) is seeking to fill an Information Systems Manager 3 position. This position is stationed in Nashville, but has statewide responsibilities. This position will report to the Director of IT Operations and may manage multiple teams ranging from 5-10 members per team.

The position will cooperate with our service provider, the Office for Information Resources (OIR), to create infrastructure for DCS.

This role will be hands on in developing team members, performing evaluations, and identifying talent. The candidate will be able to identify, create, and document processes that relate to IT operations, while the ideal candidate has created processes using the ITIL framework. The candidate will handle infrastructure related projects by clarifying the goals, identifying the steps, and developing the timelines to ensure project success. This is a manager's role, but the candidate should understand technical functions while the ideal candidate has performed hands on technical duties in previous roles. The candidate should have 1-3 years of direct management experience, while the ideal candidate will have 3-5 years of management experience over a systems administration team as well as having 2-3 years of actual systems administration in a large scale (100+ servers), integrated environment with Red Hat Enterprise Linux, JBoss middleware, and Windows Servers.

The candidate should be familiar with enterprise level design of web based systems, while the ideal candidate will have actual experience in designing and implementing highly available, highly reliable, and high performing web based systems. The candidate should be familiar with project management principles, such as agile and waterfall methodology, while the ideal candidate will have experience in an Agile environment and working with programmers and database administrators to implement regular updates and fixes to a custom web based enterprise software.

The candidate should be familiar with web/app/database architecture, while the ideal candidate will have experience with EJB's, SOAP, and Java development. The candidate should be forward thinking about DevOps, while the ideal candidate will have knowledge of Jenkins or other DevOps platforms. The candidate should have some IT technical knowledge, while the ideal candidate will have working knowledge of IT technologies such as AD, DNS, DHCP, load balancing, firewalls, general networking, and databases.

The position will be responsible for, but not limited, to the following job responsibilities:

- Monitoring Help Desk tickets and coordinating the resolution of those tickets
- Managerial duties include approving expense reports, time, and leave

- Managerial duties include making hiring recommendations, evaluating staff skills and creating training plans.
- Managerial duties include creating individual performance plans to evaluate team members.
- Creating Service Catalog items and service level agreements relating to those items.
- Making recommendations for improving work processes and eliminating manual tasks.
- Assisting multi-agency teams with various server technologies as needed.
- Mentoring OIT staff members in various server technologies as needed.
- Creating procedural documentation to ensure repeatable processes.
- Ensuring that staff are cross-trained to ensure proper coverage over all functional team areas.

Qualifications: Bachelor's Degree required in related fields of Science or with a Technology based major as well as the following:

- Required previous supervisory, lead, or managerial experience in an enterprise environment.
- Required knowledge of enterprise systems in a multi-tiered environment.
- Highly desired, but not required, experience supervising systems or middleware administrators.
- Highly desired, but not required, 3+ years of Linux and Windows systems administration.
- Highly desired, but not required, strong understanding of middleware technology, preferably with 1-3 years of Jboss EAP administration, installation, configuration, and optimization.
- Desired, but not required, experience with Jenkins on Linux in a DevOps environment.
- Desired, but not required, theoretical knowledge of networking, firewalls, and load balancers.
- Master's degree in technology related field will be considered a plus.
- Relevant certifications from Redhat, Cisco, VMware, or Microsoft will be considered a plus.

Desired Leadership Competencies

Organization/Planning	Problem Solving	Decision Quality
Priority Setting	Conflict Management	Managing Diversity
Dealing with Ambiguity	Directing Others	Customer Focus
Command Skills	Action Oriented	Presentation Skills

Send Resume to John.Dooner@tn.gov

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